

The complaint

Mr J complains Monzo Bank Ltd ("Monzo") had an outage on their App which meant it took a long time for a payment he'd made into his account to be reflected and he's suffered loss as a result of this.

What happened

On 13 August 2024 there was a temporary App outage at Monzo. It said it made customers aware this was going on and that the functionality of their systems would be impacted. Monzo said the outage meant transactions in and out weren't possible and customers were only able to view transactions.

This meant the payment Mr J made to his Monzo account on 13 August 2024 didn't show as soon as he's expected. Mr J had to call Monzo at 11.12 that day and the payments in question arrived shortly after that. The App was fully restored by early afternoon that day.

Mr J complained to Monzo about the call waiting time and having to make the call to find out what was happening. He was also unhappy as he said he'd incurred a late payment charge of £160 due to the delay. Mr J said wasn't able to provide evidence of this expense as he was paying for a service through a third party in the UK for goods and service from overseas, and this was done on the phone.

Monzo didn't originally uphold the complaint. It found after investigation it had given Mr J an expected level of service on 13 August 2024.

Our investigator upheld the complaint. She didn't think Monzo had acted fairly here. After listening to the call she thought it was clear this had caused Mr J some inconvenience. She thought for that and the loss of expectation, Monzo should pay Mr J £50. But she didn't think it fair to ask Monzo to reimburse the late payment charge of £160 Mr J had told us about, without evidence.

Monzo accepted the view but Mr J didn't and asked for an ombudsman to make a decision. He didn't think the compensation was adequate here.

What I've decided – and why

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

The only issue remaining for me to decide upon is the amount of compensation. Monzo agree to credit Mr J with the £50 compensation recommended by our investigator. Mr J doesn't think the compensation is adequate. He says he's out of pocket because of the error with the App and, simply because he can't prove this, the £50 compensation is really unfair on him. I understand his frustrations but I have to make a decision based on the evidence before me.

Mr J has shown us a screenshot of a payment of £160 from his account that day. But

unfortunately, he hasn't been able to provide us with anything to confirm these charges and this payment were a result of the delay. Although I have sympathy for the situation Mr J found himself in on the day, I don't think it would be fair or reasonable, to ask Monzo to pay for those expenses without some proof they were caused by the delay and the App outage. In respect of the inconvenience Mr J has suffered, whilst the App was down and having to make the call to Monzo, I think the £50 suggested by our investigator and agreed to by Monzo is reasonable. It's the sort of award I'd have made had it not been suggested here.

Putting things right

It's clear the App outage and having to make the call caused Mr J some inconvenience. I think a payment of £50 compensation by Monzo Bank Ltd is reasonable here for the distress and inconvenience.

My final decision

My final decision is that I uphold this complaint. Monzo Bank Ltd should pay Mr J £50 compensation.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr J to accept or reject my decision before 25 February 2025.

Annabel O'Sullivan
Ombudsman